

## **Quality Assurance Surveillance Plan (QASP)**

**For:** weekend and holiday psychiatry services

**Contract Number:**

**Contract Description:** The contractor to provide 0.4 FTE Weekend Psychiatrist at Veteran Administration Illiana Health Care System (VAIHCS) located at 1900 E. Main, Danville, IL 61832. The need is for Contract Psychiatrist Physicians to cover approximately 912 hours from 8:00am through 4:30pm Saturday and Sunday and all Federal Holidays annually.

### **1. PURPOSE**

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored;
- How monitoring will take place;
- Who will conduct the monitoring;
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

### **2. GOVERNMENT ROLES AND RESPONSIBILITIES**

The following personnel shall oversee and coordinate surveillance activities.

- a. **Contracting Officer (CO)** - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

**Assigned CO:**

**Organization or Agency:** Network 10 West Contracting Office

**b. Contracting Officer's Representative (COR)** - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

**Assigned COR:**

**c. Other Key Government Personnel** – Key personnel are any personnel on call for the contracted service.

### **3. CONTRACTOR REPRESENTATIVES**

The following employee of the contractor is to serve as the contractor's program manager for this contract.

**Program Manager:**

### **4. PERFORMANCE STANDARDS**

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix below, in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

## QUALITY ASSURANCE SURVEILLANCE PLAN

Tasks	PWS	Indicator	Standard	Acceptable Quality Level (AQL)	Method of surveillance
Availability of Contracted Staff	1.1	Staff Physician Coverage.	Staff must be available between the hours of 8:00 a.m. through 4:30 p.m. Saturday, Sunday, and Federal Holidays	95%	Daily attendance logs
Psychiatric/ Clinical Knowledge	2	Provide acceptable medical care and services and uses evidence-based guidelines	Uses evidence-based guidelines and Demonstrates selection of the most effective and appropriate approaches	90%	15 charts reviewed quarterly to assure they meet or exceed standards.
Privacy & Security	10	Maintains privacy and security of patient information	Maintains privacy and security of patient information	100%	Completes mandated annual education. Medical Records and Information Security Officer (ISO) reporting
Certifications	4.a	Provide licensing	As requested by using service line	100%	Hard copy of each in credentialing and contracting folders
	4.a	Maintain accreditation	Contract period of performance		
	2.E	Provide BLS certification	Prior to scheduled on-site-work		
	4.a	Obtain credentialing	As necessary and determined by using service line		

## 5. INCENTIVES

The following incentives shall be implemented when the contractor meets or exceeds the performance standards and contract requirements:

1. Favorable Past Performance Evaluation.
2. Satisfactory past performance is a consideration in the determination to award option years.

## **6. METHODS OF QA SURVEILLANCE**

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

a. **INSPECTION** - COR evaluates outcomes through documentation/dictation and results as documented above.

b. **PERIODIC SAMPLING** - Samples are taken when a problem or deficiency is suspected. Sample results are applicable for any work inspected.

## **7. RATINGS**

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. The scale that will be used to determine how the contractor performs each task identified above will be rated as exceeds, satisfactory, or as a negative outcome per the AQL.

## **9. DOCUMENTING PERFORMANCE**

### **a. ACCEPTABLE PERFORMANCE**

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

### **b. UNACCEPTABLE PERFORMANCE**

When unacceptable performance occurs, the COR shall inform the contractor and the Contracting Officer. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Memorandum of Record, and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the Memorandum of Record in writing. The Memorandum of Record will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The Memorandum of Record will also state how long after receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any Memorandum of Record may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

## **10. FREQUENCY OF MEASUREMENT**

a. **Frequency of Measurement** - The COR shall assess performance as specified above. During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.

b. **Frequency of Performance Assessment Meetings** - The COR and Contractor will meet upon request of either party to assess performance and provide a written assessment. The Contracting Officer may be invited to attend if there are serious issues to address.

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative